

ALABAMA

Consumer Sentinel Complaint Statistics and Trends

January 1 - December 31, 2002

Total Number of Fraud and Identity Theft Complaints from Alabama Consumers = 3,773



Fraud Complaints from Alabama Consumers = 2,497

Top Fraud Complaint Categories for Alabama Consumers

Rank	Top Categories	Complaints	Percentage ¹
1	Internet Auctions	490	20%
2	Advance-Fee Loans and Credit Protection/Repair	361	14%
3	Internet Services and Computer Complaints	331	13%
4	Prizes/Sweepstakes and Lotteries	213	9%
5	Shop-at-Home/Catalog Sales	207	8%

¹Percentages are based on the total number of fraud complaints from Alabama consumers (2,497).

Amount Paid Reported by Alabama Consumers

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid ²
2,497	\$1,840,159	2,006	80%	\$917

²Average amount paid is based on the total number of fraud complaints where amount paid was reported by Alabama consumers (2,006).

Top Alabama Consumer Locations for Fraud Complaints

Consumer City	No. of Complaints
Birmingham	311
Huntsville	153
Montgomery	131
Mobile	124
Tuscaloosa	72



Identity Theft Complaints from Alabama Victims = 1,276

Identity Theft Types Reported by Alabama Victims

Rank	Identity Theft Type	No. of Victims	Percentage ¹
1	Credit Card Fraud	590	46%
2	Phone or Utilities Fraud	251	20%
3	Bank Fraud	195	15%
4	Government Documents or Benefits Fraud	110	9%
5	Loan Fraud	91	7%
6	Employment-Related Fraud	60	5%
	Other	202	16%
	Attempted Identity Theft	122	10%

¹Percentages are based on the 1,276 victims reporting from Alabama. Percentages add to more than 100 because approximately 22% of victims from Alabama reported experiencing more than one type of identity theft.

Top Alabama Identity Theft Victim Locations

Victim City	No. of Victims
Birmingham	189
Mobile	84
Montgomery	83
Huntsville	55
Tuscaloosa	21